

**Paper Reference 20161K**  
**Pearson BTEC Level 3**  
**Nationals Extended Diploma**

**INFORMATION TECHNOLOGY**  
**UNIT 14: IT SERVICE DELIVERY**

**(PART A)**

**January 2021 Series**

**Maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.**

**INSTRUCTIONS TO**  
**TEACHERS/TUTORS**

**X67701A**

## **INSTRUCTIONS TO TEACHERS/TUTORS**

**This paper must be read in conjunction with the unit information in the specification and the BTEC NATIONALS INSTRUCTIONS FOR CONDUCTING EXTERNAL ASSESSMENTS (ICEA) document.**

**See the Pearson website for details.**

**Refer carefully to the instructions in this task booklet and the BTEC NATIONALS INSTRUCTIONS FOR CONDUCTING EXTERNAL ASSESSMENTS (ICEA) document to ensure that the assessment is supervised correctly.**

**The set task has a preparatory period. Part A sets out how learners should prepare for the completion of the Part B task under supervised conditions.**

**Part A should be issued to learners 2 weeks before taking Part B of the assessment.**

**Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes into Part B of the set task.**

**(continued on the next page)**

**Turn over**

**Research is expected to be carried out over a maximum of 3 hours (plus the additional time allowance) and access to the Internet is expected. There are no marks awarded for Part A.**

**Centres must issue this booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all of the preparation.**

**There is no requirement for supervision during this period.**

**Part B must be completed under supervision. Centres are free to arrange the supervised assessment period how they wish, provided the 8 hours (plus the additional time allowance) for producing final outcomes are under the level of supervision specified, and in accordance with the conduct procedures.**

**(continued on the next page)**

**Teachers / tutors should note that:**

- **learners should not be given any direct guidance**
- **learners should not be given any support in writing or editing notes**
- **all work must be completed independently by the learner.**

**Learner notes must be retained securely by the centre after Part A and returned to learners at the start of Part B.**

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